Dąbrowa Górnicza, October 16, 2020

**PROCEDURE FOR CONSIDERING COMPLAINTS AND APPLICATIONS**

**§ 1 Purpose of the procedure**

1. The procedure defines the rules for accepting and considering complaints and applications submitted by students, postgraduate students, doctoral students, research and teaching staff, administrative staff and other persons.

**§ 2 Basic definitions**

1. The subject of the complaint may be, in particular, negligence or improper performance of tasks by university bodies or employees, violation of the rule of law or the interests of the complainants, as well as lengthy or excessively formalized handling of cases.
2. The subject of the application may, in particular, be matters of improving the organization of the university, improving the quality of education at the university, strengthening the rule of law, improving work and preventing abuse, protection of property - including intellectual property, better meeting the needs of the university's academic community.

**§ 3 Responsibility**

1. Rector supervises and controls complaints and applications.
2. Written complaints and applications are accepted at the Rector's Office, the Dean's Office and the Office of the Centre for Postgraduate Studies and Training.
3. Receipt and examination of complaints and applications is coordinated by the Rector's Office, and in particular: keeps a register of complaints and motions, a specimen of which is attached as Appendix 1 to this ordinance, keeps copies of complaints and motions and copies of replies to them.

**§ 4 Procedure to be followed**

1. Complaints and applications may be submitted in any form: written, oral or electronic.
2. Written complaints and applications are submitted to the Rector's Office, the Dean's Office and the Office of the Centre for Postgraduate Studies and Training (the application form is attached as Appendix 2).
3. The Rector delegates consideration of the complaint or application to the person responsible for coordination of the area to which the complaint or application relates.
4. The responsibilities of individual employees are specified in the Organizational Regulations of the WSB University.
5. Students may submit complaints or signal conflict situations to the vice-deans competent for the field of study in which the student is studying in person or through the starost of the group, a representative of the Student Government, the semester supervisor at the Dean's Office.
6. Postgraduate students report complaints or report conflict situations to the Head of the Centre for Postgraduate Studies and Training through the Tutor for a given postgraduate course or in person.
7. It is also allowed to submit complaints and applications via the student mailbox located in the Dean's Office.
8. Complaints or signalling of conflict situations should be described in detail.
In case of doubts as to their content, applicants may be requested to clarify them. The Deputy Deans and the Head of the Centre for Postgraduate Studies and Training are obliged to conduct exhaustive explanatory proceedings.
9. The resolution of the submitted complaint or information on the conflict situation should take place within 14 days, and in special cases up to 30 days, about which the student and the listener submitting the complaint should be informed in oral, written or electronic form.
10. In the event of non-consideration or unsatisfactory resolution of complaints or signalling

conflict situations by responsible persons, the person submitting the complaint is entitled to submit a written appeal to the Dean, and in the case of postgraduate students to the Director of the Centre for Postgraduate Studies and Training.

1. The resolution of the appeal of the reported complaint or information on the conflict situation should take place within 14 days.

**§ 5 Attachments:**

Model of the register of complaints and requests